

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

June 25, 2008

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TITLE:	Child Support Enforcement Locate Technician
POSITION NO:	05211
LOCATION:	Child Support Enforcement Division, Helena
STATUS:	Full-Time/Permanent
UNION:	MEA/MFT
PAY GRADE:	Pay Plan 20, Pay Band 4
STARTING SALARY:	\$24,063 - \$26,143 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, July 10, 2008**. For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: If another vacancy occurs in this job classification and location within three months of the closing date of this announcement, the same applicant pool may be used for selection.

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position is responsible for location activities of individuals through extensive skip tracing activities; responding to electronic, telephonic, and written requests from various sources regarding procedures, policies, and statutes related to locate matters; acting as a liaison and/or contact person with various state and private agencies to facilitate location and collections; maintaining division employer database used for issuing income withholding orders; monitoring locate interfaces and responding appropriately to reports of discrepancies and trouble with interfaces; and records management functions and maintenance of file system.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of investigative theory and practice; asset location and development; federal regulations governing the operations of state parent locate units; state/federal laws and federal regulations dealing with confidentiality; and state/federal laws and regulations pertaining to family law, welfare, locating individuals and collections.

Skills: Skill in performing practical and complex arithmetic operations and accounting principles; and the operation of a computer using various computer programs, including but not limited to Excel, Word Perfect, and Word. Experience using the CSER computer system, the System for Enforcement and Recovery of Child Support (SEARCHS) is preferred.

Abilities: Ability to adapt existing locate methods and procedures to fit specific locate situations; communicate effectively and persuasively orally and in writing; deal effectively with different agencies pertaining to family law, welfare, and collections; establish and maintain healthy working relationships while maintaining responsiveness, credibility, confidence, tact, cooperativeness, sensitivity, and confidentiality; deal courteously and effectively with clients and debtors in hostile situations; complete tasks within timelines in establishment and enforcement cases as regulated by federal and state statutes, policies, and procedures; work and conduct research independently under only general supervision; assimilate complex information quickly and explain information in lay terms; and set goals and develop/execute detailed, multi-stepped plans.

EDUCATION/EXPERIENCE REQUIRED: High school diploma (or GED) **AND** one year course work at an accredited college or technical school **AND** two years varied office experience **OR** high school diploma (or GED) **AND** three years of progressively responsible administrative support experience, preferably with child support enforcement. One year in civil, criminal, or administrative law, accounting, and/or collections is preferred. Other equivalent combinations of education/experience will be evaluated on an individual basis.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev.5/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. (**Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education*

requirements). If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to: HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and
4. Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services
Title: Child Support Enforcement Locate Technician
Position: #05211
Location: Child Support Enforcement Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Please describe your experience involving research that demonstrates initiative and persistence.
2. Please describe in detail, the computer experience you possess. For each position discussed, indicate the total time you spent working with computers, and list the different automated programs you have working knowledge of. (For each example, please reference the employer, dates, years of experience, etc.)
3. Please describe your experience in using the internet for research.